

An Employee Guide to the Qualified Transportation Benefit Plan (QTBP) Program

Overview

Voya Financial has been engaged to administer the Qualified Transportation Benefit Program for the Commonwealth of Massachusetts since April 2010. This document will answer the most frequently asked questions (FAQs) that employees have about the QTBP.

Q: What exactly is the QTBP made up of and who's eligible to enroll into the program?

A: The QTBP is a pre-tax benefit that consists of two (2) distinct categories: **PARKING** and **TRANSIT**.

- If you pay to park in a garage or lot at or near your work or commuter rail station, that monthly expense can be tax exempt up to the IRS maximum limit.
- If you ride the T, Commuter Rail, bus, ferry, or other public transportation to work, that monthly expense can also be tax exempt up to the IRS maximum limit.

Active state employees are eligible to participate in the QTBP program. Claims incurred after your effective date are eligible for reimbursement. Employees must work at least 18.75 hours in a 37.5 hour workweek or 20 hours per 40 hour workweek. This is an employee (including contracted employees) benefit only.

Q: How do I enroll?

A: Employees need to enroll through VOYA. The enrollment form is available on the website <https://presents.voya.com/Content/Delivers/commonwealth/> by clicking on the Election Change icon. If you want to participate in both the Transit and Parking programs you must make elections in each benefit's section on the election form.

Q: If I no longer wish to participate in the program, for whatever reason, can I opt out of the program at any time? If so, how do I do that?

A: Yes, you may opt out of the program at any point during the plan year. Since it is a month-to-month benefit, you can be enrolled one month and opt out for the following month**. To cease your participation in the plan, you simply access the aforementioned enrollment form [here](#) and enter \$0 amount in the provided section for Transit or Parking benefit as well as select a benefit

month from the drop down. Once you submit the form, a copy of the request will be sent to Voya and a copy is also sent to your division's appointed payroll contact, whom will make the necessary updates to payroll to reflect your requested change.

****Caution:** Though you can opt out at any time, the effective date of cancellation will correspond to the payroll schedule since the account is pre-funded. Please refer to the payroll schedule link located in each plan's enrollment section. You can also access the process calendars by clicking on the parking or transit calendars on the website.

IMPORTANT

If you have an auto-load Charlie Card, once you end your deductions you would then have to manage the account with the MBTA separately.

COMMUTER TRANSIT BENEFIT

Q: What expenses are considered eligible Transit expenses?

A: Qualified Transit expenses include:

The cost of any pass, token, fare card, voucher, or other item that entitles the employee to use mass transit for the purpose or traveling to or from his/her place of work.

Transit may be via:

- A mass transportation system.
- A private mass transit enterprise conducted by a company or individual that is in the business of transporting people in a "commuter highway vehicle." Such a vehicle must have a seating capacity for six or more adults and at least 80 percent of the vehicle's mileage must be from transporting employees to and from their place of work.

Q: How do I obtain my Debit Card or ticket/pass once I have submitted my enrollment form?

A: Once your account with VOYA has been established, you will receive at home your VOYA Mastercard debit cards (set of 2) to purchase your pass, ticket or load value onto your Commuter Rail Card.

Q: How can I use the card to purchase my pass?

A: This can be done in a variety of ways:

- At a MBTA vending machine
- At an independent merchant*
- Online through the MBTA website

Q: Is there a fee?

A: The monthly fee for this program is \$1.50. The fee will be taken as part of the pre-tax amount. You will only be charged one fee if you are enrolled in both programs.

Q: What happens if my monthly pass expense for transit exceeds the pre-tax maximum?

A: You can enroll for a monthly amount greater than the tax limits. VOYA and your payroll department will calculate the pre and post-tax amounts through your payroll. You do not need to sign up for separate pre and post-tax amounts, just enter the entire amount on the enrollment form. Any amount above the limit will not be included in the pre-tax deduction on your pay advice.

IMPORTANT

Your deduction will not be split up bi-weekly between your 2 checks monthly. The Transit deduction is taken out- in full -from your 1st paycheck of every month.

Q: What should I do if my debit card does not work at the station when I go to purchase my monthly pass?

A: Please contact Voya immediately if you experience an issue with the debit card.

Q: What should I do if I don't receive my flex cards from VOYA Cards in time to buy my first commuter monthly pass?

A: After the commuter Transit election window closes every month, VOYA has 3-5 business days to process your new enrollment and order your set of 2 flex cards. Once the enrollment is processed, the VOYA Mastercard credit card vendor will order the cards which can take 7-10 business days to arrive at your home. Please plan accordingly if you don't receive your cards in time, as you may have to pay out of pocket.

NOTE: If you're enrolled for the commuter Link pass \$90 per month through Charlie Card, and you have not received your set of debit cards in time to purchase your fist pass, be prepared to buy your full pass out of pocket for that first month. You will then submit a claim for the full \$90 to be reimbursed from your Commuter Account. You can do this by either accessing your Consumer Portal, Mobile App, or submitting a manual claim via email.

If you decide to purchase a one-week ticket prior to receiving your debit cards and then purchase the monthly pass with your debit cards, you cannot submit the one-week ticket for reimbursement.

COMMUTER PARKING BENEFIT Q:

What expenses are considered eligible Parking expenses?

A: Qualified parking expenses include:

- Parking a vehicle in a facility that is near the employee's workplace
- Parking at a location from where the employee commutes to work (e.g., train station, or by carpool)

Q: How will I pay for my Parking pass once I have submitted my enrollment form?

A: Once your account with VOYA has been established, you will receive at home your VOYA Mastercard. This debit card will contain your available balance for the QTBP you are enrolled in. You will use your new Mastercard debit card to purchase your pass.

Note: If the parking garage or lot that you use, does not have the capability to run your card, you will simply need to submit a claim via fax/email/online account for the expense and VOYA will reimburse you.

Q: What happens if my monthly Parking expense exceeds the pre-tax maximum?

A: You can enroll for a monthly amount greater than the tax limits. VOYA and your payroll department will calculate the pre and post-tax amounts through your payroll. You do not need to sign up for separate pre and post-tax amounts just enter the entire amount on the enrollment form. Any amount above the limit will not be included in the pre-tax deduction on your pay advice.

IMPORTANT

Your deduction will not be split up bi-weekly between your 2 checks monthly. The Parking deduction is taken out -in full -from your 2nd paycheck of every month.

OTHER FAQ'S

Q: If I drive to the T-station, park my car in their lot and take the T into work, can I enroll in both Parking and Transit?

A: Yes. You can enroll in both accounts. The monthly pre-tax maximum remains the same for each plan. Any amount more than the pre-tax maximum, would be posted to a post-tax account.

Q: On what date each month will the debit card be loaded with my monthly amount?

A: Both Transit and Parking funds are loaded onto the Mastercard debit cards on the 20th of each month which is to be used for the following 1st of the month benefit/expenses. ** Your online account will also show this balance at that time and you can file claims for reimbursement in lieu of using the card, where applicable.

IMPORTANT

Due to the timing of the PARKING payroll file, the parking funds are pre-funded on the 20th of every month based on the previous month's election. Once VOYA receives the actual payroll file from the Comptroller's Office, verifies the actual deduction that was taken, then the pre-funded PARKING funds may be adjusted

Example

Enrollment for last benefit month was \$250 but a change was received for the next benefit month to be \$90. The PARKING account will be pre-funded the \$250 because that was what was received previously. Once the current payroll file is processed that pre-funded amount will be removed, and the \$90 deduction will post.

Q: Can employees make changes during the year?

A: Yes, you may change your election amount month-to-month. A new online election form would need to be submitted to VOYA to implement the change. Please review the process calendars prior to submitting your form.

Q: If I need to submit a claim form to VOYA instead of using the VOYA Debit Card, how and when are they reimbursed?

A: VOYA sends direct deposits or reimbursement checks every day of the week, with exceptions of holidays. To have Direct Deposit as an option, you would simply need to log into your account and set it up under the Manage Banking Information section of the portal. You then submit your online claim through the member portal, mobile app, or by emailing a claim form. VOYA will process and reimburse you from your available balance.

Q: What payment type do I select when prompted at the purchasing desk/machine?

A: Please be sure to select **"CREDIT"** as the payment method if you use your card at a kiosk. While the card says "debit" on it, it is a pin-less card and must be processed as credit to be approved.

Q: If I'm enrolled in both the Transit and Parking benefits, how will I see those deductions on my paycheck?

A. Each benefit is deducted in full as one deduction from one paycheck – the Transit premium is deducted from the 1st paycheck every month and it's coded as QTTRAN on your pay stub. The Parking premium is deducted from the 2nd paycheck every month and it's coded as QTPARK on your pay stub. You will also see the \$1.50 Administration Fee every month, coded as QTPER1 (if it's attached to a Transit account), or QTPER2 (if it's attached to a Parking account).

Q: How can I contact VOYA if I have a question about my account?

A: You can get up to date account information by logging into your member account or calling VOYA at 877-353-9442 automated phone system 24 hours a day, 7 days a week to obtain your account balance and claim status. VOYA also offers a LIVE online chat option during office hours of 8:00AM - 6:00PM ET, Monday to Thursday, and 8:00AM - 5:00PM ET on Friday. Employees can also email any inquiries to Commonwealth@voya.com